



MPDR REPORTING GUIDE FOR PHARMACIES

HOW TO USE THIS DOCUMENT

The Montana Prescription Drug Registry (MPDR) program requires most Montana-licensed pharmacies to register and submit prescription data for Schedule II – V controlled substances to the MPDR. This document provides details about the MPDR's reporting requirements and procedures for registering, submitting data, zero reporting, monitoring previous submissions, and correcting errors in the registry.

Individual pages of this document may be used as reference sheets or checklists while completing tasks in the MPDR's online service. Each task is illustrated with screen shots, and screen functions are explained.

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CHECKLIST FOR NEW PHARMACIES

- ☐ Download the MPDR Reporting Guide for Pharmacies (this document) at www.mpdr.mt.gov.
- ☐ Download MPDR Technical Specifications at www.mpdr.mt.gov. See **page 4** of the MPDR Reporting Guide for Pharmacies.
- ☐ Identify the reporting method that works best for the pharmacy. See the MPDR Technical Specifications and **page 17** of the MPDR Reporting Guide for Pharmacies.
- ☐ Identify the type of MPDR Registration that works best for the pharmacy. See **page 7** of the MPDR Reporting Guide for Pharmacies.
- ☐ Register the pharmacy at www.mpdr.mt.gov. See **pages 7 through 11** of the MPDR Reporting Guide for Pharmacies.
- ☐ Retain the Unique ID contained in the pharmacy's registration confirmation email from do_not_reply@mt.gov; this Unique ID will be used during login and for data submission. See **page 7** of the MPDR Reporting Guide for Pharmacies.
- ☐ If the pharmacy will report via sFTP connection, contact the MPDR's technical team at pdassistance@egovmt.com to establish the connection; otherwise, skip this step. See **page 17** of the MPDR Reporting Guide for Pharmacies.
- ☐ Identify pharmacy staff members responsible for submitting MPDR Reports; each individual must set up an ePass Montana account during their initial login to the MPDR. See **pages 12 and 13** of the MPDR Reporting Guide for Pharmacies.
- ☐ Individual staff members log in at www.mpdr.mt.gov to update registration information, submit data or zero reports, and monitor previous submission. Each staff member must enter their personal ePass Montana credentials. See **page 12 through 14** of the MPDR Reporting Guide for Pharmacies.
 - NOTE: During their first log-in to the MPDR, pharmacy staff will also enter the pharmacy's Unique ID. See **page 14** of the MPDR Reporting Guide for Pharmacies.
- ☐ Report prescription data to the MPDR within 8 days of dispensing (daily reporting is encouraged). Submissions can be made either via sFTP connection or at www.mpdr.mt.gov. See **pages 17 through 21** of the MPDR Reporting Guide for Pharmacies.
- ☐ Review reporting confirmation email from pdassistance@egovmt.com; correct and resubmit identified warnings and errors within 8 days. See **pages 22, 23, 26 and 27** of the MPDR Reporting Guide for Pharmacies.
- ☐ Monitor previous MPDR Reports or MPDR Reports submitted by third parties at www.mpdr.mt.gov. See **pages 24 through 26** of the MPDR Reporting Guide for Pharmacies.



DEFINITIONS

ePass Montana: The State of Montana's online security portal. All MPDR users must create their own ePass Montana account, which consists of a User Name and Password. These ePass Montana credentials will be entered every time the user logs in to the MPDR (see [pages 12 and 13](#)).

ePass Montana Account or Credentials: The ePass Montana user name and password that each user creates for themselves (see [pages 12 and 13](#)).

Master Account or Master Registration: An MPDR Registration having one Unique ID that is used when submitting MPDR Reports for multiple pharmacies. For example, chain pharmacies will typically have Master Accounts that cover all of the pharmacies in their chain. See [pages 7 and 11](#).

MPDR: Montana Prescription Drug Registry. The MPDR's home page is www.MPDR.mt.gov.

MPDR Attestation Form: A paper form submitted to the MPDR via postal mail that pharmacies use when requesting to be excused from the MPDR's Zero Reporting requirements. See [pages 5 and 6](#).

MPDR Database: A file containing detailed data about controlled substance prescriptions dispensed in Montana.

MPDR Registration: Either a Standard Registration or a Master Account/Master Registration pertaining to a Montana-licensed pharmacy (see [pages 7 through 11](#)).

MPDR Report: A data file or online screen entry containing controlled substance prescription data or a Zero Report (see [pages 17 through 21](#)). Reports must be submitted within 8 days of dispensing a controlled substance.

PIC: Pharmacist-In-Charge.

Standard Registration: Enrolment of one Montana-licensed pharmacy with the MPDR for the purpose of submitting MPDR Reports of controlled substance prescriptions dispensed by the pharmacy (see [pages 7 and 9](#)).

Unique ID: An 8-digit numeric code assigned to each pharmacy or group of pharmacies which has successfully completed the MPDR's registration process (see [page 7](#)). This code is included with every data submission made by the pharmacy (see [pages 17 through 21](#)), and is also entered as a security feature the first time a pharmacy staff member logs in to the MPDR's online portal (see [page 14](#)).

Zero Report: A data file or on-screen entry indicating that a pharmacy did not dispense any controlled substances during the previous calendar month (see [pages 17 and 18](#)).



ABOUT THE MPDR

The Montana Board of Pharmacy ("Board") established and maintains the MPDR, and is administratively attached to the Department of Labor and Industry. The MPDR collects a list of controlled substances, Schedules II – V, provided to patients and permits authorized users access to the information for the purpose of improving patient safety, including the identification of possible misuse or diversion of controlled substances. The MPDR was launched in 2012. [Mont. Code Ann. § 37-7-1502](#).

The MPDR home page is located at www.MPDR.mt.gov. This page is the starting point for reporting to the registry and for searching patient history.

The screenshot shows the MPDR homepage with the following elements:

- Header:** Department of Labor & Industry, MONTANA PRESCRIPTION DRUG REGISTRY, and navigation links: INSTRUCTIONS | HOW DO I | MPDR INFORMATION | BOARD OF PHARMACY | FEEDBACK | CONTACT US.
- Welcome Message:** Welcome to the Montana Prescription Drug Registry (MPDR). Required steps to SEARCH PATIENT HISTORY (become a Registered User):
 1. Complete the required [online training program](#).
 2. Complete the [online registration form](#).
 3. Click the "Search Patient History" sign in button below and create your ePass Montana account.
- New: Required steps to DELEGATE SEARCH AUTHORITY to Authorized Agents:**
 1. Complete the required [online training program](#).
 2. Click the "Enroll/Manage Delegates" sign in button below; use your existing ePass Montana account.
- New: For DELEGATES/AUTHORIZED AGENTS:**
 1. Complete the required [online training program](#).
 2. Your MPDR Supervising Provider must create an online relationship with you before you can log in to search patient history. You will be notified via email when a relationship has been established; the email will provide further log in instructions.
- To UPLOAD PRESCRIPTION INFORMATION (pharmacies only):**
 1. Newly-licensed pharmacies must [download MPDR Technical Specifications](#) and the [Illustrated Guide for Pharmacy Staff](#).
 2. Newly-licensed pharmacies must complete an [online registration form](#).
 3. Click the "Upload Prescription Information" sign in button below and create your personal ePass Montana account.
- NOTE:** MPDR fee collection is now integrated into license renewal.
- Footer:** Four main action buttons: UPLOAD PRESCRIPTION INFORMATION, SEARCH PATIENT HISTORY, ENROLL/MANAGE DELEGATES, and BOARD OF PHARMACY, each with a SIGN IN button.

Annotations:

- An arrow points from the text "Download MPDR Technical Specifications for Reporting" to the link "download MPDR Technical Specifications" in the upload section.
- An arrow points from the text "Register a newly-licensed pharmacy with the MPDR" to the link "online registration form" in the upload section.
- An arrow points from the text "Sign in to submit MPDR reports, monitor previous MPDR reports and update MPDR registration accounts." to the "SIGN IN" button under the "SEARCH PATIENT HISTORY" section.

Montana- licensed pharmacies are required to register with the MPDR and submit prescription data for Schedule II – V controlled substances to the MPDR within 8 days of dispensing. Refer to [pages 7 through 11](#) for information about creating a pharmacy registration.

Refer to [page 30](#) for information about searching patient history in the MPDR.



REPORTING REQUIREMENTS (page 1 of 2)

REPORTING OVERVIEW

- The MPDR's reporting requirements are stated in §37-7-1503 Montana Code Annotated (MCA) and Administrative Rules of Montana (ARM) 24.174.
- Every pharmacy licensed by the Montana Board of Pharmacy is required by law to meet the MPDR's reporting requirements. Pharmacy license types include:
 - Community Pharmacy
 - Institutional Pharmacy (under certain circumstances)
 - Limited Service Pharmacy
 - Out of State Mail Order Pharmacy
 - Outpatient Surgical Center
 - Dangerous Drug Researcher (licensed individual)
 - Wholesale Drug Distributors are NOT required to report to the MPDR
- Pharmacies can submit prescription data to the MPDR using a variety of reporting methods. Refer to **page 17** for full details about each of these methods.
- Pharmacies must report all controlled substance prescriptions to the MPDR within 8 days of the date the prescriptions were dispensed. Refer to **pages 18 through 21** for information about submitting MPDR Reports.
 - Institutional Pharmacies are only required to report controlled substance prescriptions that are dispensed to a patient.
- If a pharmacy receives an error message or a warning message when submitting MPDR Reports, pharmacy staff are required to correct that data in the pharmacy's system and then **resubmit it to the MPDR within 8 days** of the original date of submission. When applicable, pharmacy staff should contact their software vendor or corporate office for instructions on how to trigger the pharmacy's system to resubmit corrected prescription data. Refer to **pages 22, 27 and 28** for more information about errors and warnings.
- If a pharmacy does not dispense any controlled substances to patients in Montana during a calendar month, the pharmacy is required to submit a Zero Report to the MPDR no later than the 5th calendar day of the following month. Refer to **page 18** for information about submitting Zero Reports.
 - Institutional Pharmacies are not required to submit Zero Reports.
- Pharmacies that never dispense controlled substances to patients in Montana must register with the MPDR and then submit an MPDR Zero Reporting Attestation Form to the MPDR requesting to be excused from the MPDR's Zero Reporting requirements (see **page 6**). This attestation form is available online at www.MPDRInfo.mt.gov. **The pharmacy is not excused from monthly Zero Reporting until receipt of an email confirmation from the MPDR.**
 - **IMPORTANT NOTE:** if an excused pharmacy subsequently dispenses a controlled substance to a patient in Montana, the pharmacy is required to report the prescription with 8 days of the date the prescription was dispensed. The pharmacy is also required meet the MPDR's monthly Zero Reporting requirement from that date forward.
 - A previously-excused pharmacy will not be allowed to submit a second request to be excused again from the MPDR's Zero Reporting requirements.



REPORTING REQUIREMENTS (page 2 of 2)

REPORTING RESPONSIBILITIES

THE PHARMACIST-IN-CHARGE (PIC) OF A PHARMACY IS RESPONSIBLE FOR ENSURING THAT MPDR REPORTING REQUIREMENTS ARE MET.

- Many pharmacies rely on a software vendor or corporate office to submit MPDR Reports. However, such third parties may experience reporting issues, or may not correct and resubmit prescription data that was returned with errors or warning messages. When this occurs, information may be missing from the MPDR Database. The pharmacy's PIC is responsible for ensuring that necessary corrections are identified and re-submitted to the MPDR.
- The pharmacy license holder and the pharmacy's PIC may be held accountable if the pharmacy is out of compliance with the MPDR's reporting requirements.
- Refer to [pages 22 through 26](#) for instructions on how to monitor a pharmacy's previous submissions.
- Refer to [page 28](#) for information about the MPDR's Compliance Auditing practices.

HOW TO BE EXCUSED FROM ZERO REPORTING

Pharmacies that never dispense controlled substances to patients in Montana may request to be excused from submitting monthly zero reports by taking the following steps:

1. Newly-licensed pharmacies must register with the MPDR (see [pages 7 through 11](#)) to obtain a Unique ID. Pharmacies that have been licensed in Montana should already have their Unique ID (see [page 7](#)).
2. Go to www.MPDRInfo.mt.gov (see [page 29](#)) and download the MPDR Zero Reporting Attestation Form.
3. The PIC must complete the form. A corporate office cannot submit this form on behalf of the PIC.
4. The signed original of the form should be mailed to the MPDR's address, which is provided in the Instructions section of the form. The attestation form cannot be submitted via fax or email.
5. **The pharmacy is not excused from monthly zero reporting until an email confirmation has been received from the MPDR, and must continue to submit timely zero reports until such notification has been received.**

IMPORTANT NOTE: if an excused pharmacy subsequently dispenses a controlled substance to a patient in Montana, the pharmacy is required to report the prescription with 8 days of the date the prescription was dispensed. The pharmacy is also required meet the MPDR's monthly Zero Reporting requirement from that date forward.

A previously-excused pharmacy is not allowed to be excused a second time from the MPDR's Zero Reporting requirements.



REGISTERING TO SUBMIT MPDR REPORTS (page 1 of 2)

ABOUT MPDR REGISTRATIONS AND UNIQUE IDs

Each pharmacy must register to submit MPDR Reports (data files or online screen entries containing controlled substance prescription data submitted to the MPDR). The registration process results in a Unique ID, which is an 8-digit numeric code assigned by the MPDR service once an MPDR Registration has been successfully completed.

- The Unique ID is contained in every MPDR Report, and is used by the MPDR in conjunction with the pharmacy's DEA Number to identify the pharmacy submitting an MPDR Report (see [pages 17 through 21](#)).
- The Unique ID is also used in conjunction with ePass Montana accounts (see [page 14](#)) when users log in to the MPDR's online service to submit new MPDR Reports (see [pages 17 through 21](#)), to monitor prior data submissions (see [pages 24 through 26](#)), or to update their registration information (see [pages 15 and 16](#)).

TYPES OF REGISTRATION FOR NEW PHARMACIES

Each pharmacy should talk with their software vendor or corporate office for assistance in determining which of the following types of MPDR Registration will work best for their own circumstances. Once the optimal registration scenario has been identified, follow the instructions on [pages 8 through 11](#) to register the pharmacy.

A **Standard Registration** is the enrolment of one Montana-licensed pharmacy with the MPDR for the purpose of submitting MPDR Reports. This is the most common type of MPDR Registration; each pharmacy will receive their own Unique ID after they have successfully registered with the MPDR (see [page 9](#)).

- Individual pharmacies that submit their own MPDR Reports will always create a Standard Registration.
- Some software vendors who submit MPDR reports on behalf of their clients want each of their clients to have their own Standard Registration and Unique ID.

A **Master Account or Master Registration** is an MPDR Registration having one Unique ID which is used when submitting MPDR Reports for multiple pharmacies. This type of registration allows a central business entity to submit one MPDR Report that contains prescription data for many pharmacies. Follow the instructions on [page 11](#) to create a Master Account.

- This type of registration is most often used by chain pharmacies, which will typically have one Master Account that covers multiple pharmacy locations.
- Master Accounts are also used by some software vendors who wish to submit one MPDR Report that contains controlled substance prescription data from multiple clients.
- Master Accounts may also be created when a pharmacy undergoes a change of ownership or a change of physical address. See [page 8](#) for more information about these scenarios.
- Master Account users will create one MPDR Standard Registration (see [pages 9 and 10](#)), and will then add one entry to that Master Account for each of the individual pharmacies for which they are submitting MPDR Reports (see [page 11](#)).

NOTE: In some situations, a new pharmacy's initial MPDR Registration may be accomplished by adding a new pharmacy to an existing Master Account. Other situations may require the creation of an entirely new Master Account and its related pharmacies. Pharmacy staff should work with their vendor or corporate office to identify the MPDR Registration and reporting methods best suited to the individual pharmacy's standard practices and procedures.



REGISTERING TO SUBMIT MPDR REPORTS (page 2 of 2)

REGISTERING A CHANGE OF OWNERSHIP

Pharmacies that have a change in ownership will be issued a new Montana pharmacy license, and the Drug Enforcement Agency (DEA) will typically issue a new DEA Number. Users must register this change of ownership and licensure with the MPDR. The type of MPDR Registration used in this situation will depend upon the terms of the sale and upon how the pharmacy will operate under the new owners. The pharmacy and their software vendor or corporate office should evaluate the circumstances and determine whether to register the new license under an existing Master Account or whether a new Standard Registration should be created. Refer to [page 7](#) for information about types of MPDR Registrations.

- If the same software vendor will continue to submit the pharmacy's MPDR Reports, add a new pharmacy to the existing Master Account (see [page 15](#)). MPDR reports will be submitted under the Master Account's existing Unique ID. Pharmacy staff will log in to the MPDR using the Master Account's Unique ID.
- If a new software vendor will submit the pharmacy's MPDR reports, the new pharmacy license should be registered according to that vendor's standard practice for their clients. The pharmacy and the new vendor will determine whether to add a new pharmacy to an existing Master Account (see [page 15](#)) or whether the pharmacy should create a new Standard Registration (see [pages 9 and 10](#)). MPDR Reports will either be submitted under the Master Account's existing Unique ID or under the Standard Registration's new Unique ID. Pharmacy staff will log in to the MPDR using the Unique ID associated with their new MPDR Registration.
- If the new owners' corporate office will submit the pharmacy's MPDR Reports, add a new pharmacy to the existing Master Account (see [page 15](#)). MPDR Reports will be submitted under the Master Account's existing Unique ID. Pharmacy staff will log in to the MPDR using the Master Account's Unique ID.
- If the pharmacy currently submits MPDR Reports under a Standard Registration, and if the pharmacy will continue submitting MPDR Reports in the same manner, add a new pharmacy to the existing Standard Registration, which will convert it into a Master Account (see [page 11](#)). MPDR reports will be submitted under the new Master Account's existing Unique ID. Pharmacy staff will continue to log in to the MPDR using the existing Unique ID.
- Other circumstances may require the creation of a new Standard Registration or a new Master Account (see [page 7](#)), depending upon the terms of sale and how the pharmacy will operate under their new ownership. MPDR Reports will either be submitted under a Master Account's existing Unique ID or under Standard Registration's new Unique ID. Pharmacy staff will log in to the MPDR using the Unique ID under which MPDR Reports are submitted.

REGISTERING A CHANGE OF ADDRESS

Pharmacies that have a physical change of address will be issued a new Montana pharmacy license number, and will typically keep their previous DEA Number. Users must register this change of address and licensure with the MPDR by adding a new pharmacy to their existing MPDR Registration (see [page 11](#)).

- If the pharmacy previously had an MPDR Standard Registration, the addition of a new pharmacy will convert the registration into a Master Account.
- In all cases, MPDR Reports will continue to be submitted under the same Unique ID the pharmacy used prior to the change of address. Pharmacy staff will continue to log in to the MPDR using the existing Unique ID.



CREATING A STANDARD REGISTRATION (page 1 of 2)

1. Go to the MPDR's home page at www.MPDR.mt.gov.
2. Locate the links for uploading prescription information, as shown below.

Further log in instructions:

To **UPLOAD PRESCRIPTION INFORMATION** (pharmacies only):

1. Newly-licensed pharmacies must [download MPDR Technical Specifications](#) and the [Illustrated Guide for Pharmacy Staff](#).
2. Newly-licensed pharmacies must complete an [online registration form](#).
3. Click the "Upload Prescription Information" sign in button below and create your personal ePass Montana account.

[Having trouble searching the database?](#)

NOTE: MPDR fee collection is now integrated into license renewal.

3. Download the MPDR's technical specifications for pharmacy data submission here.

4. Click here to create a new pharmacy registration. The screen shown to the right will open.

Please complete the fields.

SUBMITTER INFORMATION

Business Name:

Type of Business:

Preferred Method of Submission:

CONTACT INFORMATION

This person should be able to answer any questions about the pharmacy or pharmacies for which you are reporting. All fields are required.

First Name:

Last Name:

Phone: Example: 406-555-1234, Ext: 97

Email Address: Example: example@example.com

TECHNICAL CONTACT INFORMATION (IF DIFFERENT THAN ABOVE)

This person should be able to answer any questions regarding the technical details surrounding the file or file submission. If entering a technical contact, all fields are required.

First Name:

Last Name:

Phone: Example: 406-555-1234, Ext: 97

Email Address: Example: example@example.com

EMAIL CORRESPONDENCE

Email Address:

NOTE: All correspondence and system notifications from the Prescription Drug Registry will be sent to this email address, including the summary details associated with your weekly report.

If this Standard Registration is converted to a Master Account in the future, all information entered on this part of the screen will be associated with the Master Account. Information entered on the second part of the registration screen pertains only to an individual pharmacy.

IMPORTANT: Enter ALL of the letters, dashes and numbers included in the pharmacy's Montana license number. The correct format is PHA-XXX-LIC-#####.

5. Fill out all sections of the form.

IMPORTANT: The email address entered in this field is where the MPDR service will direct all correspondence regarding registration, submission of data and pharmacy compliance audits. Ensure that all appropriate pharmacy staff will have access to this email box. **If this email address is for a software vendor or a corporate office, pharmacies must ensure that these emails are forwarded to the pharmacy.**

Enter the pharmacy's valid DEA-issued registration number. If the pharmacy does not have a DEA# because it does not dispense controlled substances, enter MT9999999 in the DEA# field.

DO NOT CLICK THE "ADD PHARMACY" BUTTON WHEN CREATING A STANDARD REGISTRATION. Users should only use this button when adding multiple pharmacies to create a Master Registration (see [page 11](#)).

Please provide the following information for each pharmacy for which you will be reporting.

PHARMACY

Note: the following information must be provided for each pharmacy for which you will be reporting. Click the "Add Pharmacy" button to add multiple pharmacies. All fields are required.

Pharmacy Name:

NOTE: Enter the pharmacy name exactly as it appears on your Montana license.

Montana License Number: Example: PHA-PHA-LIC-1234

DEA Number:

Pharmacy Contact First Name:

Pharmacy Contact Last Name:

Physical Address of Pharmacy

Address:

City:

State or Province:

Zip Code:

Pharmacy Contact Phone: Example: 406-555-1234, Ext: 87

Pharmacy Contact Email: Example: example@example.com

OTHER INFORMATION

Please enter any additional information you wish to convey:



CREATING A STANDARD REGISTRATION (page 2 of 2)

FINALIZING A STANDARD REGISTRATION

7. **Note that the Pharmacy Registration has not yet been finalized.** To complete the process, proofread the information as shown on the screen below:

OTHER NOTES

This is a test registration.

Edit Registration
Submit Registration

8. Click "Edit Registration" if the information displayed is incorrect. Click **"Submit Registration" to finalize the pharmacy registration process.**
9. After clicking "Submit Registration," users may receive error messages about missing or incorrect information. If this occurs, correct the indicated fields and click "Submit Registration" again.
10. When the registration has been completed, users will receive an on-screen confirmation of success, as shown below:

REGISTRATION CONFIRMATION

Thank you for registering to report information to the Montana Prescription Drug Registry. We will review the information provided and send a confirmation email to the email provided: test@test.com. If this email address is incorrect, or if you not receive the confirmation email within ten minutes, please contact us at pdassistance@egovmt.com.

Home

Successful completion of an MPDR Standard Registration generates a Unique ID for the pharmacy (see [page 7](#)). This Unique ID indicates a confirmed registration, and will be delivered to the Email Correspondence address entered on the registration screen. **If the Email Correspondence address is for a software vendor or a corporate office, pharmacies must ensure that these emails are forwarded to the individual pharmacy.**

An example of the registration confirmation email is shown below:

From: do_not_reply@mt.gov
To: DLI BSD Prescription Drug
Cc:
Subject: Your registration for the Prescription Drug Registry has been received

Sent: Tue 11/19/2013 3:29 PM

Thank you for registering with Montana's Prescription Drug Registry. Your unique ID is: 99999999. It is important to keep this information on file as it is needed to link the pharmacy or pharmacies for which you registered and will be reporting with your ePass Montana account.

All future email correspondence sent from the Prescription Drug Registry will be sent to the email address you provided: dlibsdmpdr@mt.gov. If this email address is incorrect, please contact us immediately: pdassistance@egovmt.com. You will have the ability to edit this information within the Registry in the future.

The Montana Prescription Drug Registry can be found at www.MPDR.mt.gov.

SAVE THE UNIQUE ID CONTAINED IN THIS REGISTRATION CONFIRMATION EMAIL.

Refer to [page 14](#) for more information about ePass Montana accounts and Unique IDs. Pharmacy staff will use their individual ePass Montana credentials in conjunction with the pharmacy's Unique ID for each of the tasks listed below:

- Logging in to the MPDR's online service (see [pages 12 through 14](#))
- Reporting prescription data to the MPDR (see [pages 17 through 21](#))
- Correcting errors to manual MPDR data entry (see [page 27](#))
- Monitoring previous data submissions (see [pages 24 through 26](#))

PLEASE ENSURE THAT THE PHARMACY'S EMAIL SECURITY SETTINGS AND FIREWALL SECURITY SETTINGS DO NOT BLOCK EMAILS FROM THE MPDR SERVICE:

- do_not_reply@mt.gov (registration confirmation emails),
- pdassistance@egovmt.com (reporting confirmation emails), and
- dlibsdmpdr@mt.gov (correspondence from MPDR staff).



CREATING A MASTER ACCOUNT

CREATING A NEW MASTER ACCOUNT

1. Begin the process of creating a new Master Account by entering a Standard Registration, as documented on [pages 9 and 10](#).
2. After the first pharmacy's information has been entered, click "Add Pharmacy."
3. Enter the second pharmacy's information on the screen, as documented on [page 9](#).

Pharmacy Contact Email: Example: example@example.com

OTHER INFORMATION

Please enter any additional information you wish to convey:

5. When all pharmacies have been entered, click "Verify Information" and proceed as documented on [page 10](#).

Upon successful completion of MPDR Registration, one Unique ID will be generated and delivered to the Email Correspondence address entered at the beginning of this registration process (see [page 10](#)). **If the pharmacy's Email Correspondence address is for a software vendor or a corporate office, pharmacies must ensure that copies of these emails are forwarded to each individual pharmacy.** Registration confirmation emails are sent from do_not_reply@mt.gov.

All pharmacies registered under the new Master Account will use the same Unique ID when submitting MPDR Reports and when logging in to the MPDR's online reporting service.

CONVERTING A STANDARD REGISTRATION TO A MASTER ACCOUNT

As documented on [page 7](#), there are a number of situations when a pharmacy should convert a Standard Registration into a Master Account. Pharmacy staff should work with their vendor or corporate office to identify the MPDR Registration and reporting methods best suited to the individual pharmacy's standard practices and procedures.

1. Log in to the MPDR (see [pages 12 through 14](#))
2. Select "View Pharmacy Information"
3. Follow the instructions on [page 15](#) for adding a new pharmacy to an existing registration.

The pharmacy will NOT receive a confirmation email after completion of this process, nor will a new Unique ID be issued. Pharmacy staff should continue using the old Unique ID when logging in to submit or monitor MPDR Reports.

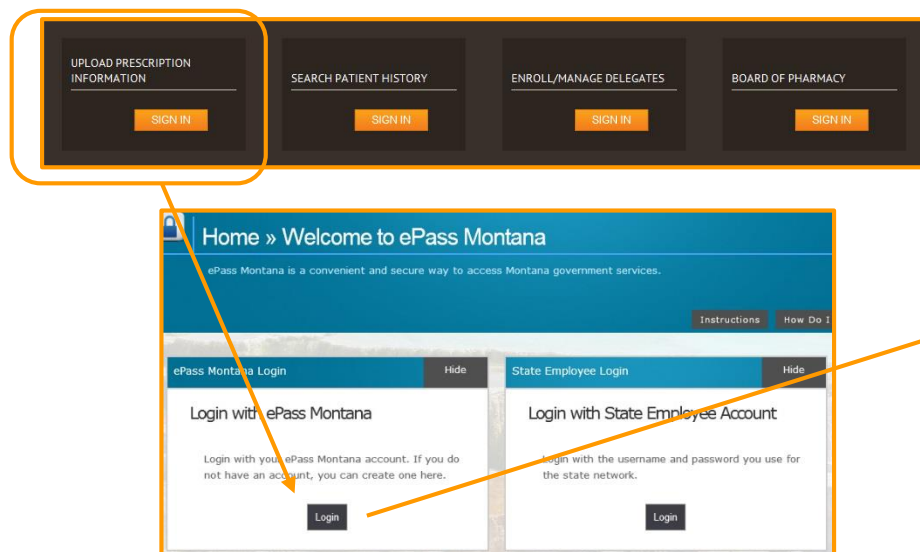


LOGGING IN TO THE MPDR (page 1 of 3)

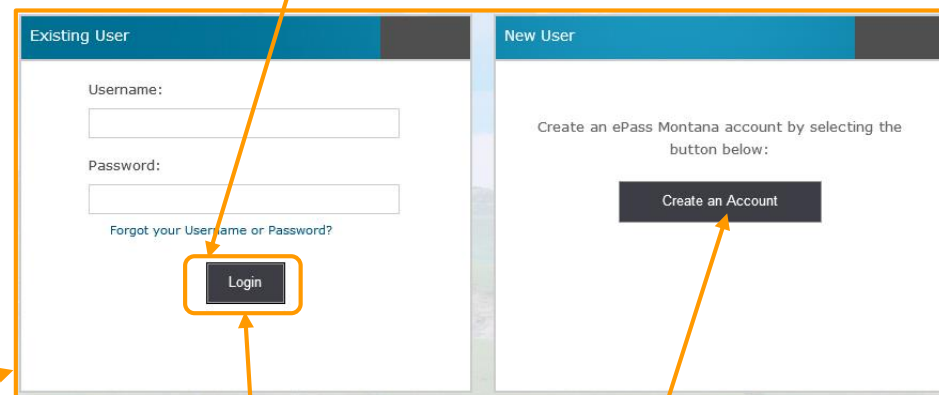
ePASS MONTANA

The MPDR uses ePass Montana's online security portal during the login process. Individual users must have an ePass Montana account to log in to the MPDR.

Go to the MPDR home page at www.MPDR.mt.gov.



Users can click the "Forgot your Username or Password?" link if they cannot remember their ePass Montana credentials. An email with the appropriate information will be sent to the user.



Click here if an ePass Montana account already exists. Skip to [page 14](#) of this document if an ePass Montana account has already been created.

Create a new ePass Montana account from this link. Continue reading on [page 13](#) for instructions on creating a new ePass Montana account.

Important Note: Users will establish their own ePass Montana credentials. MPDR staff do not have access to this information. Users are responsible for tracking their own user names and passwords.

IMPORTANT ePASS MONTANA INFORMATION:

- Each pharmacy staff member should have their own individual ePass Montana credentials for use when reporting prescription data to the MPDR.
- Each individual's ePass Montana account is permanently affiliated with the Unique ID of the pharmacy where the staff member is employed at the time the account is created. Refer to [page 14](#) for more information about associating a pharmacy's Unique ID with an ePass Montana account.
- Pharmacy staff cannot add a second Unique ID to an existing ePass Montana account, nor can they change the Unique ID affiliated with an existing ePass Montana account.
- If a pharmacy staff member represents more than one pharmacy and the pharmacies have different Unique IDs, the staff member must have separate ePass Montana accounts for each pharmacy.

A pharmacy staff member who transfers employment to another pharmacy must create a different ePass Montana account for use with the new pharmacy's Unique ID. Otherwise, the staff member will not be able to view MPDR registrations and data submissions pertaining to their new employer.



LOGGING IN TO THE MPDR (page 2 of 3)

CREATING A NEW ePASS MONTANA ACCOUNT

Complete each of the required fields (marked with an asterisk) on this page. Users must also identify and answer three security questions, as shown near the bottom of the screen.

Follow these rules when creating a user name and password. The user name must be unique – do not re-use a user name from an old ePass Montana account.

Please ignore the “Registered User Information” panel. This panel does not apply to MPDR users.

Important – About your username and password: Username must be at least 6 characters long, password must be at least 8 characters long, password must use both letters and numbers, password must be different than your username, password is case sensitive.

Cancel Save Changes

Personal Information	ePass Montana ID Details
*First Name:	*Username:
*Last Name:	*Password:
Daytime Phone:	*Verify Password:
*Primary Email:	*Password Hint:
*Verify Primary Email:	
Alternate Email:	

Security Info	Registered User Information
For your protection, these questions will help us verify your identity in the future.	
*1. Security Question:	If you have a Registered User account, please provide your Registered User login information. What is a Registered User account?
Choose one ...	
*2. Security Question:	Registered User Login:
Choose one ...	Registered User Password:
*3. Security Question:	
Choose one ...	

Cancel Save Changes

The Username size must be between 6 and 100.
The Password size must be between 8 and 100.

Important – About your username and password: Username must be at least 6 characters long, password must be at least 8 characters long, password must use both letters and numbers, password must be different than your username, password is case sensitive.

Cancel Save Changes

Personal Information	ePass Montana ID Details
*First Name:	*Username:
test	1234
*Last Name:	*Password:
physician	...

After clicking “Save Changes” the user may see one or more error messages. Any errors will be clearly identified at the top of the page and the fields needing correction will be highlighted.

Enter the corrections and click “Save Changes” again.



LOGGING IN TO THE MPDR (page 3 of 3)

FINAL STEPS

The MPDR's login process requires new users to link their ePass Montana credentials with the Unique ID of the registered pharmacy they represent. Refer to [pages 7 through 11](#) for information about how to register a pharmacy with the MPDR; this registration must be completed before users can log in to the MPDR.

First-time MPDR users and previous MPDR users who have created a new ePass Montana account will see the following screen:

The first time a user logs in with a new ePass Montana account, the user must enter the Unique ID of the pharmacy they represent. Refer to [page 7](#) for more information about the pharmacy's Unique ID.

Note: Users will only be prompted to enter their ePass Montana credentials after their initial login with an ePass Montana account.

Subsequent logins with existing ePass Montana Credentials will not require re-entry of the pharmacy's Unique ID.

IMPORTANT NOTE: Once a Unique ID is entered on the screen shown to the left, the user's ePass Montana account will be permanently linked to that Unique ID (i.e., to that pharmacy) for the purpose of MPDR reporting. See [page 7](#) for related information.

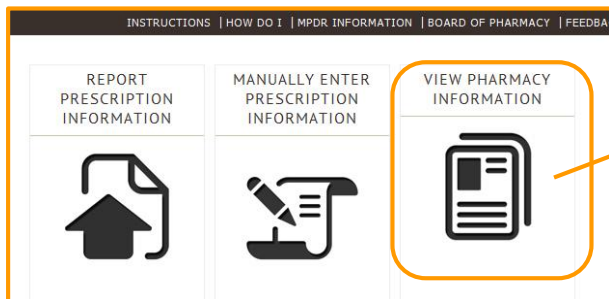
- Each pharmacy staff member should have their own individual ePass Montana credentials for use when reporting prescription data to the MPDR.
- Each individual's ePass Montana account is permanently affiliated with the Unique ID of the pharmacy where the staff member is employed at the time the account is created.
- Pharmacy staff cannot add a second Unique ID to an existing ePass Montana account, nor can they change the Unique ID affiliated with an existing ePass Montana account.
- If a pharmacy staff member represents more than one pharmacy and the pharmacies have different Unique IDs, the staff member must have separate ePass Montana accounts for each pharmacy.

A pharmacy staff member who transfers employment to another pharmacy must create a different ePass Montana account for use with the new pharmacy's Unique ID. Otherwise, the staff member will not be able to view MPDR information pertaining to their new employer.



UPDATING REGISTRATION INFORMATION (page 1 of 2)

To update an existing pharmacy's contact information, add a new pharmacy to an existing registration, or make other changes to the MPDR registration, log in to the MPDR (see pages 6 through 7) and click "View Pharmacy Information" as shown below.



The system will display a list of all pharmacies associated with the existing registration.

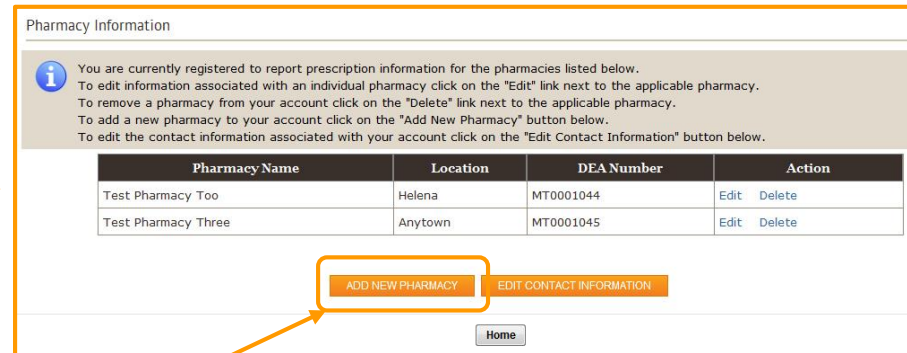
- A Standard Registration will list only one pharmacy
- A Master Account will list multiple pharmacies.

ADDING A NEW PHARMACY TO AN EXISTING REGISTRATION

Pharmacies must add a new record to their existing registration when any of the following situations occur (refer to [pages 7 and 8](#) for related information):

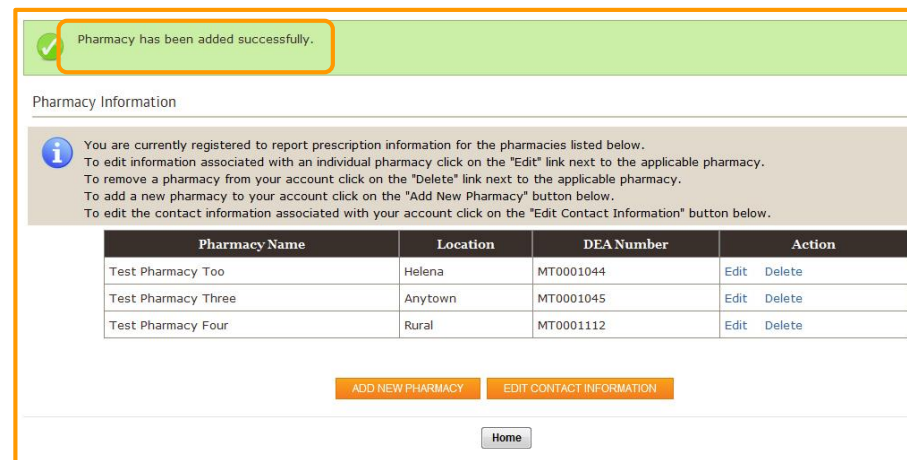
- A chain pharmacy's corporate office or a pharmacy software vendor needs to submit MPDR Reports for a new facility.
- As documented on [page 8](#), there are a number of situations when a pharmacy should convert a Standard Registration into a Master Account by adding a new pharmacy to their existing MPDR Registration.
- Pharmacy staff should work with their vendor or corporate office to identify the MPDR Registration and reporting methods best suited to the individual pharmacy's standard practices and procedures.

Please do NOT create a new Standard Registration in these situations.



Click here to begin the process of adding a new pharmacy using the entry screen shown on [page 9](#).

Once the new pharmacy has been added, users will see the following on-screen confirmation, and the new pharmacy license will show on the list of registered pharmacies.





UPDATING REGISTRATION INFORMATION (page 2 of 2)

MODIFYING AN EXISTING PHARMACY REGISTRATION

A pharmacy's existing registration must be updated any time the contact information changes or when MPDR emails should be directed to a different email address. Existing registrations consist of one Master Record and one or more Pharmacy Records.

NOTE: Pharmacy staff may need to update the master record AND the individual pharmacy's information, depending upon the types of changes being made.

To edit the contact information associated with your account click on the "Edit Contact Information" button below.

Pharmacy Name	Location	DEA Number	Edit	Delete
Test Pharmacy Too	Helena	MT0001044	Edit	Delete
Test Pharmacy Three	Anytown	MT0001045	Edit	Delete
Test Pharmacy Four	Rural	MT0001112	Edit	Delete

ADD NEW PHARMACY EDIT CONTACT INFORMATION

MODIFY A MASTER RECORD

This record is part of an MPDR Standard Registration and an MPDR Master Registration. The instructions in this section apply whenever the pharmacy needs to modify primary contact information, including the Email Correspondence address where all MPDR-related correspondence is delivered (see below). Click the orange "Edit Contact Information" button to open the following screen:

Edit Contact Information

Below is the contact information associated with your account. This reflects the contact information that should be used by the Registry should we need to correspond with you regarding your account and/or prescriptions reported to the Registry. To edit this information, enter the necessary changes in the applicable field(s) below and click the "Save Changes" button.

Contact Information

This person should be able to answer any questions about the pharmacy or pharmacies for which you are reporting. All fields are required.

First Name (required): Donna
Last Name (required): Peterson
Phone (required): 406-841-2240
Email (required): dpeterson3@mt.gov

Technical Contact Information (If different than above)

This person should be able to answer any questions regarding the technical details surrounding the file or file submission. If entering a technical contact, all fields are required.

First Name: _____
Last Name: _____
Phone: _____
Email: _____

Email Correspondence

Email (required): dpeterson3@mt.gov

NOTE: All correspondence and system notifications from the Prescription Drug Registry will be sent to this email address, including the summary details associated with your weekly report.

Previous Save Changes

From the list of pharmacies shown on the registration summary screen, click the "Edit" button next to the name of the pharmacy to be modified. The following screen will appear:

- DEA numbers cannot be modified. If the pharmacy has a new DEA#, use the Add Pharmacy function shown on **page 9**.
- IMPORTANT:** When changing the license number, enter all of the letters, numbers and dashes included in the pharmacy's Montana license number. The correct format is: PHA-XXX-LIC-#####.

Edit Pharmacy

DEA Number: MT0001044

Pharmacy Name (required): Test Pharmacy Too

Montana License Number (required): PHA-PHR-LIC-123456

Pharmacy Contact First Name (required): Donna

Pharmacy Contact Last Name (required): Peterson

Physical Address of Pharmacy

Address (required): 301 S Park Ave

City (required): Helena

State or Province (required): Montana

Zip Code (required): 59601

Pharmacy Contact Phone (required): 406-841-2240

Phone Extension: _____

Pharmacy Contact Email (required): dpeterson3@mt.gov

Reset Save Changes

Previous

Click "Save Changes" after either of these forms has been completed. Proofread the information and modify it as needed, then click "Continue" to finalize the changes.

Any changes made to the Master Record screen will affect all of the pharmacies registered under this Unique ID. Enter corrections and click "Save Changes." Users will be given the opportunity to review and/or revise the information. Once the information has been confirmed, click "Continue" to finalize the changes.

This is the email address where all reporting confirmation notices, MPDR correspondence and pharmacy compliance audit reports will be delivered. If this email address is for a software vendor or a corporate office, pharmacies must ensure that these emails are forwarded to the individual pharmacies.



SUBMITTING MPDR REPORTS: OVERVIEW

DATA STANDARDS FOR REPORTING

The American Society for Automation in Pharmacy (ASAP) has developed nationally-accepted data standards for pharmacies to use when sending prescription data to a state's prescription monitoring program. The MPDR requires pharmacies to use ASAP Version 4.1 standards for all data submissions.

ASAP 4.1 standards allow each state to vary their data requirements to some degree, and Montana does have a few unique requirements. Therefore, each pharmacy should review Montana's technical specifications carefully. This document, Montana's Technical Specifications for Pharmacists and Pharmacy Software Providers, can be downloaded from the MPDR home page, www.mpdr.mt.gov. Click the link labeled, "Download MPDR Technical Specifications" (refer to [page 4](#) for an illustration of this web package).

METHODS OF REPORTING

Listed below are the accepted methods for submitting MPDR Reports. Refer to the identified pages for full details about each of these methods.

- **Automated sFTP Connection.** sFTP stands for Secure File Transfer Protocol, which is a nationally accepted method for electronic transmission of protected health information. This is an automated electronic connection between a pharmacy's computer and the MPDR (see [page 18](#) for more information). This method can be used for uploading data files and for submitting Zero Reports.
- **Manually Upload Files.** With this method, the pharmacy's computer generates prescription data files or Zero Report files; pharmacy staff then log in to the MPDR and upload the data files (see [page 18](#) for more information).
- **Manually Submit a Zero Report.** Pharmacy staff log in to the MPDR and enter a Zero Report directly into the MPDR Database (see [page 18](#) for more information).
- **Manual Data Entry.** Pharmacy staff log in to the MPDR and manually enter individual prescription data directly into the MPDR Database (see [pages 19 through 21](#) for more information).

MPDR REPORTING SCREENS

All pharmacies that do not use an sFTP connection for data submission must log in to the MPDR's online portal, as described on [pages 12 through 14](#). After logging in, pharmacy staff will see the following pharmacy menu screen:

The screenshot shows the MPDR pharmacy menu screen with the following options:

- REPORT PRESCRIPTION INFORMATION:** Indicated by a callout box stating: "For Manual File Uploads and Zero Reports: Pharmacies that manually upload data files or enter Zero Reports into the MPDR can click here to submit an MPDR Report or to monitor previously submitted reports. See [page 18](#) for more information."
- MANUALLY ENTER PRESCRIPTION INFORMATION:** Indicated by a callout box stating: "For Manual Data Entry: Click here if the pharmacy's computer system cannot generate data files. See [pages 19 through 21](#) for more information."
- VIEW PHARMACY INFORMATION:** Indicated by a callout box stating: "Click here to edit the pharmacy's MPDR contact information or to add a new pharmacy to an existing registration. See [pages 15 and 16](#) for more information."



SUBMITTING MPDR REPORTS: AUTOMATED AND MANUAL FILE UPLOADS, ZERO REPORTS

AUTOMATED SFTP CONNECTIONS

An automated sFTP connection is basically when a pharmacy's computer talks directly to the MPDR's computer using special data encryption procedures (see [page 17](#)). The pharmacy's software vendor or corporate office will advise pharmacy staff if this is the best method for the pharmacy to use when reporting to the MPDR. The software vendor will also provide instructions to pharmacy staff regarding the steps (if any) that must be taken to generate this type of MPDR Report.

If a pharmacy wants to establish an sFTP connection, the pharmacy or the pharmacy's software vendor or corporate office must email a request to the MPDR's technical team at pdrassistance@egovmt.com. This email must include:

- The name appearing on the pharmacy's Montana license
- The pharmacy's Unique ID (see [pages 7 through 11](#) for more information about obtaining a Unique ID)
- The submitting computer's IP address
- A Secure Shell (SSH) Public Key using 4096-bit encryption. Refer to the MPDR Technical Specifications at www.pdrregistration.mt.gov for instructions on how to obtain this key.
- Contact information for the pharmacy staff person or software vendor who is responsible for establishing this sFTP connection

Please note that it typically takes up to a week for the MPDR's technical team to respond to this type of request.

Please ensure that the pharmacy's email service and network security settings do not block email from the following MPDR email addresses:

- Pdrassistance@egovmt.com
- Do_not_reply@egovmt.com
- dlibsdpdr@mt.gov

MANUAL FILE UPLOADS AND ZERO REPORTS

If the pharmacy's software vendor or corporate office indicates that the pharmacy should manually upload a data file or Zero Report to the MPDR (instead of using an sFTP connection), log in to the MPDR and select "Report Prescription Data" as shown on [page 17](#). The following reporting menu screen will appear:

The screenshot shows the MPDR reporting interface. At the top, there are two main options: "REPORT PRESCRIPTION INFORMATION" (represented by a folder icon) and "VIEW UPLOAD STATUS" (represented by a document icon). A callout box points to the folder icon with the text: "Click here to monitor previously submitted MPDR Reports, as described on [pages 24 and 25](#)." Another callout box points to the document icon with the text: "Click here to upload a data file or enter a Zero Report. The screen shown below will open." Below these options is a "Previous" button. The "Report Prescription Information" form is shown below, containing an information box with instructions: "To upload a file enter the beginning and end date of your report; select the type of report you are filing; then use the browse button to select you file. If you are filing a zero report simply enter the date of the file; select 'zero report' as the type of file and click upload. A file does not have to be uploaded when filing a zero report." The form fields include: "Beginning Date (required)", "Ending Date (required)", "Type of Report (required)" (a dropdown menu), and "File Content (required)" with a "Browse..." button. At the bottom of the form are "Previous" and "File" buttons.

To upload a data file or enter a Zero Report, follow the instructions at the top of the screen. **Users will receive an on-screen confirmation and a confirmation email when a data file or Zero Report has been received by the MPDR. Refer to [pages 22 and 23](#) for more information about confirmation emails.**

MPDR REPORTING GUIDE FOR PHARMACIES

(Revised 06/2016)



MONTANA PRESCRIPTION
DRUG REGISTRY
Check the history. It matters.

SUBMITTING MPDR REPORTS: MANUAL DATA ENTRY (page 1 of 3)

If a pharmacy does not have sufficient automation to generate a data file for submission to the MPDR, the pharmacy must manually enter prescription details into the MPDR's online portal.

To begin the manual data entry process, click the "Manually Enter Prescription Information" button shown on [page 17](#). The following manual entry menu screen will open:

The screenshot displays the 'MANUAL DATA ENTRY' screen. It is divided into two main sections: 'PHARMACY INFORMATION' and 'PATIENT INFORMATION'. The 'PHARMACY INFORMATION' section includes a dropdown for 'DEA Number' (MT0001044), text fields for 'Pharmacy Name' (Test Pharmacy Too), 'Address' (301 S Park Ave), 'City' (Helena), 'State' (Montana), 'Telephone' (4068412240), 'Contact Name' (Donna Peterson), and 'Chain Site ID'. The 'PATIENT INFORMATION' section includes a 'Search by name:' field with the example 'e.g. Smith John', and fields for 'First Name' (John), 'Middle Name or Initial', 'Last Name' (Doe), 'Address' (123 Anystreet), 'State' (Montana), 'Zip Code' (12345), 'Date of Birth' (1/1/1930), 'City' (Anytown), 'Country' (UNITED STATES), and 'Gender' (Male). A 'Suffix' dropdown is also present.

Clicking the DEA# dropdown box will cause the system to fill in the pharmacy's information for this section of the screen.

ADD NEW
PRESCRIPTION



REVIEW PREVIOUSLY
ENTERED PRESCRIPTIONS



Click here to manually enter a new prescription. The screen shown to the right will open.

Click here to view or monitor previously entered prescriptions. Note that the monitoring screens described on [page 26](#) look just like the data entry screens illustrated in this section.

Enter a value in the "Search by Name" field to populate patient information for individuals who have previously been entered into the MPDR.

Scroll down to continue entering data for this prescription, as shown on the next page.

MPDR REPORTING GUIDE FOR PHARMACIES

(Revised 06/2016)



MONTANA PRESCRIPTION
DRUG REGISTRY
Check the history. It matters.

SUBMITTING MPDR REPORTS: MANUAL DATA ENTRY (page 2 of 3)

The instructions on this page are a continuation of the screen shown on the previous page.

Click the DEA# dropdown box to have the system populate the prescriber information for providers previously reported to the MPDR.

All fields in the dispensing record must be entered. Note that the Product ID field should contain the prescription's NDC number.

Click here if the drug dispensed is a compound prescription. The user will then be required to enter a separate line item for each drug included in the compound.

Click here if someone other than the patient picked up the prescription; the third party's information must be entered in this section.

Click "Continue" when data entry is complete. The user will be taken to the screen shown on the next page and will be asked to review their data entry before finalizing the submission.

IMPORTANT: the prescription has not yet been submitted to the MPDR.

PRESCRIBER INFORMATION

Search by DEA number:
e.g. AB1234567

DEA Number (required)
MT1234567

First Name (required)
Test

Middle Name

Last Name (required)
Physician

DEA Number Suffix

License Number
med-phys-lic-26047

DISPENSING RECORD

When entering a prescription; the prescription number, date written and refill number must be unique. If a prescription number does not exist you may enter a unique value assigned to this patient by your organization. If such a unique value does not exist then please enter the date and time in this field in the following format: MMDDYYYYHHMM. For example, 010120121144.

Prescription Number*	Date Written*	Refills Authorized*	Date Filled*	Refill Number*	Product ID*
123456	11/18/2013	0	11/19/2013	0	00002445585

Quantity*	Days Supply*	Drug Dosage Units*	Payment Type*	Date Sold
120	60	Each	Private Pay	11/19/2013

COMPOUND DETAILS

☐ This record is a compound

ADDITIONAL INFORMATION - THIS SECTION IS OPTIONAL

☐ Person picking up prescription (if other than patient)

Click the "Report Prescription" button to proceed.
NOTE - your prescription is not reported until you receive the confirmation message indicating your prescription has been reported.

COMPOUND DETAILS

☒ This record is a compound

Ingredient Sequence Number	Product ID	Quantity	Dosage Units	Action
1			Select	Add

ADDITIONAL INFORMATION - THIS SECTION IS OPTIONAL

☒ Person picking up prescription (if other than patient)

First Name

Last Name

State Issued Rx
Montana



SUBMITTING MPDR REPORTS: MANUAL DATA ENTRY (page 3 of 3)

Users will see error messages, if applicable, on the following screen.

Error messages will be detailed at the top of the screen, and all affected fields will be highlighted.

Enter the corrections and [click "Report Prescription"](#) at the bottom of the screen. Repeat until all errors have been resolved and the screen displays a confirmation of successful submission.

Once the prescription has been finalized and accepted into the MPDR Database, users will receive a confirmation email, as shown on [page 23](#).

Enter Prescription Information

- The First Name field is required.
- The Last Name field is required.
- The Address field is required.
- The City field is required.
- Zip Code is required.
- The DEA Number field is required.
- Entered Product ID does not match with any known product.

PHARMACY INFORMATION

Below is the information on file for the dispensing pharmacy.
If you are reporting for more than one pharmacy, select the applicable DEA Number for the pharmacy you wish to enter a prescription.
You may edit the information below if needed by simply overwriting the existing data.

DEA Number MT0001044	Pharmacy Name Test Pharmacy Too	Address 301 S Park Ave	Address 2
City Helena	State Montana	Zip Code 59601	
Telephone 4068412240	Contact Name Donna Peterson	Chain Site ID	

PATIENT INFORMATION

Use the "Search by name:" option to search for patients already entered by this pharmacy.

Search by name:

First Name (required)	Middle Name or Initial	Last Name (required)	Suffix
Address (required)	Address 2	City (required)	
State (required) Montana	Zip Code (required)	Country (required) UNITED STATES	
Telephone	Date of Birth (required)	Gender Male	



MONITORING REPORTS: CONFIRMATION EMAILS (page 1 of 2)

All MPDR Reports will be acknowledged by a confirmation email sent from MPDR Customer Support (pdrassistance@egovmt.com or do_not_reply@egovmt.com). Users will be notified of the MPDR Report's acceptance, rejection or errors, and will be given full details regarding any data that was not accepted by the MPDR.

If pharmacy staff believes data was submitted to the MPDR but did not receive a confirmation email, the following steps should be taken:

1. Check spam and junk mail folders.
2. Ensure that the pharmacy's network security settings and email security settings are not blocking emails from the following MPDR email addresses:
 - a. pdrassistance@egovmt.com
 - b. dlibsdpdr@mt.gov
 - c. do_not_reply@egovmt.com
3. Verify that the pharmacy's MPDR registration reflects the correct email address (see [page 16](#) for more information). Note that the MPDR cannot re-create a confirmation email that was sent to an outdated email address.
4. If the confirmation email still cannot be located, contact the MPDR's technical team at pdrassistance@egovmt.com or 406-449-3468, Option 0.
5. Log in to the MPDR and conduct an online verification of the submission. See [pages 24 through 26](#) for more information.

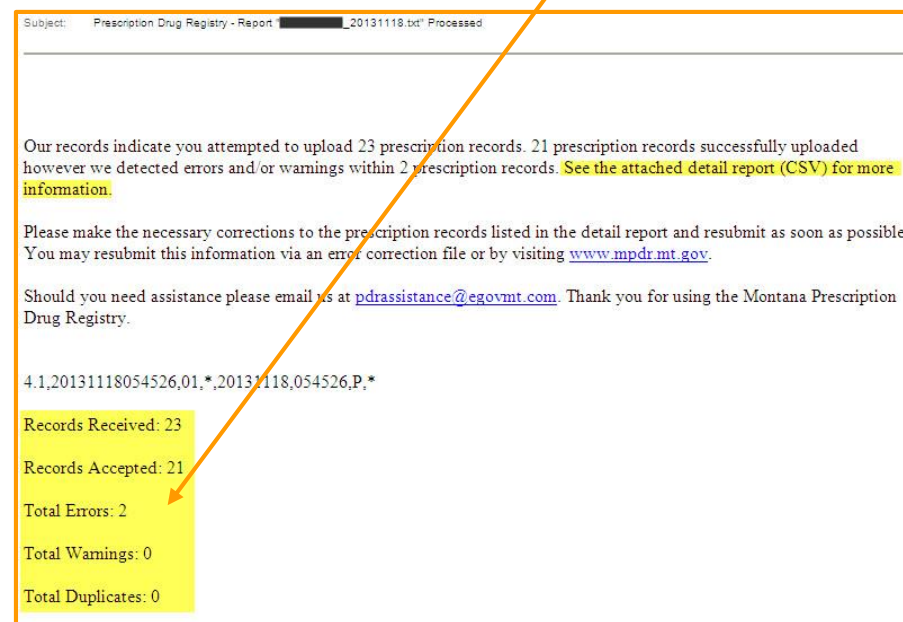
TYPES OF ERRORS IDENTIFIED IN MPDR CONFIRMATION EMAILS

(see [page 27](#) for instructions on how to submit corrections to the MPDR):

- **Warning Messages.** These prescriptions were added into the MPDR Database. However, the pharmacy must correct the identified information and submit a revision to the MPDR within 8 days of the original date of submission.
- **Duplicates.** These prescriptions are already in the MPDR Database. Do not resubmit duplicates to the MPDR.
- **Other Error Messages.** These prescriptions were not added to the MPDR's database. The pharmacy must correct the data and resubmit the prescription to the MPDR within 8 days of the original date of submission.

CONFIRMATION OF A SUCCESSFUL DATA FILE SUBMISSION (AUTOMATED SFTP CONNECTION OR MANUAL UPLOAD):

This is the most common type of confirmation email. Note that this type of message will include an Excel attachment containing prescription details if one or more prescriptions in a data file had errors or warnings. The MPDR Report in this example was accepted by the MPDR, and 21 of the 23 prescriptions were added to the MPDR Database. However, this example MPDR Report also contained errors for two prescriptions that were not added to the MPDR Database.





MONITORING REPORTS: CONFIRMATION EMAILS (page 2 of 2)

This page contains additional examples of the types of confirmation emails users may receive after submission of an MPDR Report.

CONFIRMATION OF A DATA FILE SUBMISSION (AUTOMATED SFTP CONNECTION OR MANUAL UPLOAD) WHEN THE ENTIRE FILE HAS BEEN REJECTED:

The email states the reason the MPDR Report was rejected. The pharmacy must correct the error and resubmit the entire data file within 8 days of the original date of submission.

Subject: Prescription Drug Registry - Report "██████████_20121113_1053.TXT" Rejected

Our records indicate you attempted to upload a file into the Montana Prescription Drug Registry. Unfortunately, we were unable to process your file due to the following reason: Pharmacy ██████████ is not approved for uploading reports. License is inactive

You can view and edit your contact information and all of the pharmacies registered online. Log into <http://www.mpdr.mt.gov>, click on View Pharmacy Information. Then you can add or edit pharmacies and edit contact information.

Please make the necessary corrections and resubmit your file as soon as possible.

Should you need assistance please email us at pdrassistance@egovmt.com. Thank you for using the Montana Prescription Drug Registry.

In this example, the pharmacy is either reporting under an MPDR Registration affiliated with an inactive Montana license, or there may be another issue with the pharmacy's MPDR Registration. Users can contact the MPDR at pdrassistance@egovmt.com or at 406-449-3468, Option 0, for assistance in resolving rejected MPDR Reports.

CONFIRMATION OF A SUCCESSFUL ZERO REPORT (AUTOMATED SFTP CONNECTION OR MANUAL UPLOAD):

You have successfully filed a zero report for the following entities:

Report Start Date: 9/1/2012

Report End Date: 9/7/2012

Thank you for using the Montana Prescription Drug Registry.

CONFIRMATION OF SUCCESSFUL MANUAL DATA ENTRY:

██████████ Pharmacy has successfully reported prescription 123456 into the Montana Prescription Drug Registry.

Thank you.

MPDR REPORTING GUIDE FOR PHARMACIES

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MONTANA PRESCRIPTION
DRUG REGISTRY
Check the history. It matters.

MONITORING REPORTS ONLINE: AUTOMATED & MANUAL UPLOADS, ZERO REPORTS (page 1 of 2)

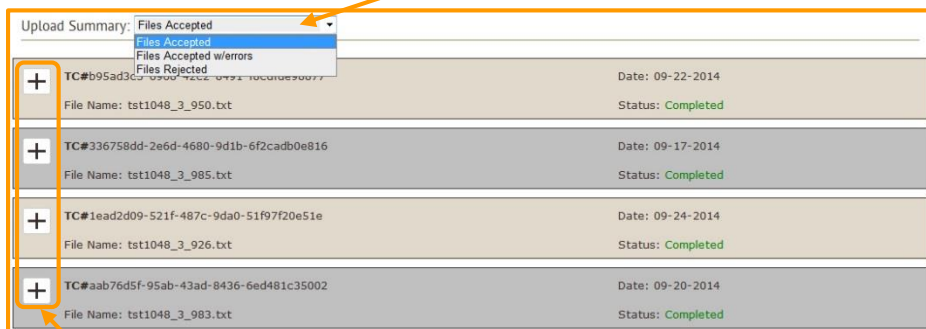
Pharmacies that use an sFTP Connection for submitting MPDR Reports (see [pages 17 and 18](#)) or that manually upload data files or Zero Reports can monitor previously-submitted MPDR Reports online as follows:



Click "View Upload Status" to begin the monitoring process for manual file uploads and automated sFTP submissions. Refer to [page 17](#) for instructions on locating this button.

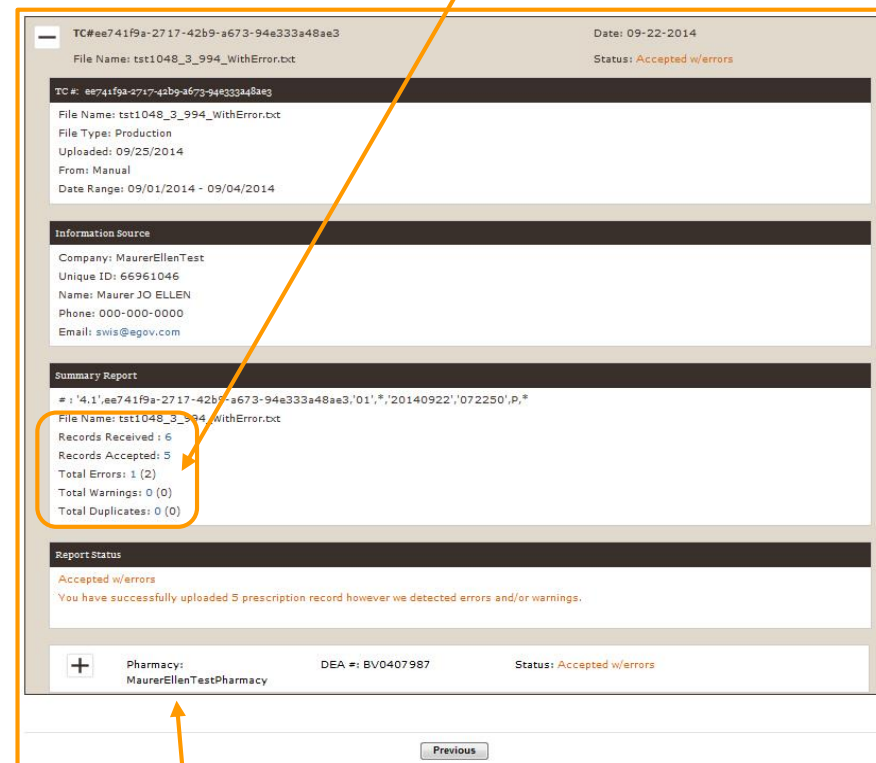
Users will be taken to the screen shown below to view data that was submitted under the pharmacy's Unique ID. This screen will initially show all MPDR Reports that were accepted without errors.

Click the dropdown box at the top of the page to see files accepted with errors and files rejected. **Users must review all three file status codes shown in this dropdown box in order to obtain a complete history of all data submissions.**



Click the plus sign next to any MPDR Report to see more information about that submission, as illustrated on the next screen.

Click on any of the numbers shown on this Summary Report to view a list of each prescription included in the MPDR Report, as shown on the next page.



If the pharmacy's software vendor or corporate office reports on behalf of multiple pharmacies: pharmacy staff will typically see a list of pharmacies below the main MPDR Report's status. Click the plus sign next to one of the pharmacies to view the Summary Report for that pharmacy. As with the Summary Report for the entire submission, users can click on any of the pharmacy's numbers to view details of each prescription included in the individual pharmacy's submission.

MPDR REPORTING GUIDE FOR PHARMACIES

(Revised 06/2016)



MONTANA PRESCRIPTION
DRUG REGISTRY
Check the history. It matters.

MONITORING REPORTS ONLINE: AUTOMATED & MANUAL UPLOADS, ZERO REPORTS (page 2 of 2)

The following screen gives an example of the information displayed when users click one of the summary report numbers shown on [page 24](#).

Records with warnings were accepted into the MPDR Database. However, these warnings must be corrected in the pharmacy's system and resubmitted to the MPDR within 8 days of the original date of submission.

Rejected records were not added to the MPDR Database. The information must be corrected in the pharmacy system and resubmitted to the MPDR within 8 days of the original date of submission.

This is an example of the detail that can be viewed for each prescription submitted to the MPDR. These details are available for prescriptions that were accepted into the database (with or without warning messages).

TC# ee741f9a-2717-42b9-a673-94e333a48ae3

Click on the Prescription Number link to view the record data. To perform corrections use the link in the comment column. You may also download the error file by clicking the "Download Error File" button at the bottom of the page.

Records with Warnings

Records Rejected

DEA#	Field Description	Field Code	Prescription Number	Date Filled	Value Provided	Comment
BV0407987 (N/A)						
BV0407987	DRUG DOSAGE UNITS CODE	DRUG DOSAGE UNITS CODE	IQGMIMCXJUKLVVVBUZKQUWG	99/21/2014	87	Field is in invalid format or has invalid value
BV0407987	DATE FILLED	DATE FILLED	IQGMIMCXJUKLVVVBUZKQUWG	99/21/2014	20149921	Field is not in date format

Records Accepted

DEA#	Field Description	Field Code	Prescription Number	Date Filled	Value Provided	Comment
BV0407987 (N/A)						
BV0407987			LJLQXORUKUCCEQOPFVZXXIGC	09/17/2014		
BV0407987			MAMFAUTRQHSSAYEFFEKRALGNU	09/22/2014		
BV0407987			MCUGBGQBHTVHCLLQMRIZFHGVI	09/24/2014		
BV0407987			NVRFKBAIVBURYIARHMAIKZE	09/16/2014		
BV0407987			OJHQJNOXJTLRSYKIXOAFQXCUQ	09/25/2014		

Records Duplicated

Previous Download Error Report

Click any prescription number to see everything the pharmacy reported for a prescription, as shown on the next screens.

Prescription Information	
Pharmacy Information	
DEA Number	BV0407987
Pharmacy Name	
Address	
Address 2	
City	
State	
Zip Code	
Telephone	
Contact Name	
Chain Site ID	
Patient Information	
First Name	Margaretybyix
Last Name	Smithgctso
Suffix	
Middle Name or Initial	
Address	EIBTPSCTAEQHBPNCSAQJZWV
Address 2	
City	Salt Lake City
Zip Code	84137
State	MT
Country	
Telephone	
Date of Birth	12/6/1960
Gender	

Prescriber Information	
DEA Number	RF9623966
DEA Number Suffix	
License Number	
First Name	Conan
Middle Name	
Last Name	Taylor
Dispensing Record	
Prescription Number	LJLQXORUKUCCEQOPFVZXXIGC
Date Written	9/17/2014
Refills Authorized	80
Date Filled	9/17/2014
Refill Number	74
Product ID	00002080303
Days Supply	284
Drug Dosage Units	Each
Quantity	74.71
Payment Type	Medicare
Date Sold	

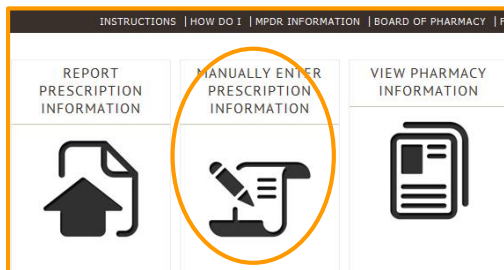
Previous



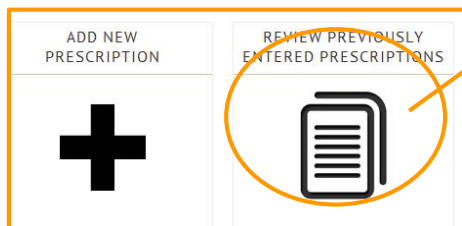
MONITORING AND CORRECTING REPORTS ONLINE: FOR MANUAL DATA ENTRY METHOD

Pharmacies that use the Manual Data Entry method of submitting MPDR Reports (see [pages 19 through 21](#)) can monitor previously-reported prescriptions online as follows:

1. Log in to the MPDR as described on [pages 12 through 14](#).
2. Click the “Manually Enter Prescription Information” button shown below:



3. Click “Review Previously Entered Prescriptions”, as shown below:



This screen allows the user to enter a range of report dates and then click “Filter” to narrow down the list of prescriptions displayed on the screen.

Results can be sorted by clicking the arrows in any column header.

Prescription Information

i You have previously entered the following prescriptions.
To edit information associated with an individual prescription click on the "Edit" link next to the applicable prescription.

Show entries per page: 10

Date Reported Start: 09/19/2012
Date Reported End: 03/19/2015
Filter

Pharmacy ⬇	Prescription Number ⬇	Patient ⬇	Prescriber ⬇	Date Filled ⬇	Action
Test PHA	111111	John Doe	Test Physician	4/22/2014	Edit
Test PHA	12345	John Doe	Test Physician	4/22/2014	Edit
Test PHA	123678	John Q Doe	Test Md	2/1/2014	Edit
Test PHA	124123	John Q Doe	Test Physician	2/1/2014	Edit
Test PHA	124123	John Q Doe	Test Physician	9/19/2012	Edit
Test PHA	123789	John Q Doe	Test Dentist	9/14/2012	Edit
Test PHA	123678	John Q Doe	Test Md	9/12/2012	Edit
Test PHA	123456	John Q Doe	Test Md	9/10/2012	Edit
Test PHA	11299	John Q Doe	Test Podiatrist	9/10/2011	Edit
Test PHA	11221	John Q Doe	Test Dentist	9/9/2011	Edit

Showing 1 to 10 of 12 entries
First Previous 1 2 Next Last

Add New Prescription

Click “Edit” to view all details related to a prescription. The screen shown on [pages 19 through 21](#) will open, and the user can modify previously submitted data.



CORRECTING DATA IN THE MPDR: AUTOMATED & MANUAL FILE UPLOADS

CORRECTING REPORTING ERRORS

When a pharmacy receives an error message during data submission, the prescription has not yet been added to the MPDR Database. Pharmacies are required to correct the error and resubmit the prescription to the MPDR within 8 days of the original date of submission. The pharmacy's data submission should treat an error correction as a new prescription since it is not in the MPDR Database. Refer to [pages 17 and 18](#) for information about submitting a prescription to the MPDR.

MODIFYING PRESCRIPTION DATA (CORRECTING WARNING MESSAGES, TYPOGRAPHICAL ERRORS, ETC.)

Once a prescription has been added to the MPDR Database (with or without a warning message), pharmacies can modify any of the information in the MPDR. These revisions can be included with the pharmacy's regular MPDR submission of new data. Pharmacies should contact their software vendors for instructions about what to do in the pharmacy system to trigger an MPDR transaction that modifies existing data.

The reporting file's line item that modifies existing MPDR data must contain the following:

- Field DSP01 = 01 (Revise)
- All other fields must be filled in with the correct prescription information, whether or not the data item is being modified. For example, if the prescriber's DEA# is the only item to be modified, all data for the prescription must be included as though it were being reported to the MPDR for the first time, and the DEA# field should contain the corrected value.

The MPDR service will recognize this transaction as a revision and will replace all data for the existing prescription with the data that was included in the new transaction.

REMOVING PRESCRIPTIONS FROM THE MPDR (NOT PICKED UP, ETC.)

Pharmacies can also remove prescriptions from the MPDR Database. This type of transaction will typically occur when a patient does not pick up a prescription that was already reported to the MPDR. This is called a 'Void' transaction, and can be included in a reporting file with the pharmacy's regular MPDR submission of new data. Pharmacies should contact their software vendor for instructions about what to do in the pharmacy system to trigger an MPDR Void transaction.

The line item that voids an existing prescription in the MPDR must contain the following:

- Field DSP01 = 02 (Void)
- All other fields should be filled in with the prescription's data as though it were being reported to the MPDR for the first time. The MPDR service will use this information to identify the prescription to be voided, so the information should match what was already reported to the MPDR.

The MPDR service will recognize this as a Void transaction, will use the details provided to locate the matching prescription in the MPDR, and will permanently remove the prescription from the MPDR.

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MONTANA PRESCRIPTION
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Check the history. It matters.

PHARMACY COMPLIANCE AUDITING

MPDR staff members conduct periodic audits of MPDR Reports and Zero Reports to ensure that all of the MPDR's reporting requirements are being met.

If a pharmacy is out of compliance with the MPDR's reporting requirements (see [pages 5 and 6](#)), the PIC and the pharmacy license holder may be held accountable.

MPDR Pharmacy Compliance Audits identify the following issues:

- Licensed pharmacies that have not registered to submit data to the MPDR (see [pages 7 through 11](#)).
- Pharmacies that are not submitting prescriptions within 8 days of the date the prescription was filled (see [pages 5 and 6](#)).
- Pharmacies that are not submitting Zero Reports on or before the 5th day of the following calendar month (see [pages 5 and 6](#)).
- Pharmacies that are not correcting and resubmitting errors and warnings within 8 days of the original date of submission (see [pages 5, 6 and 27](#)).
- Pharmacies previously excused from Zero Reporting that subsequently reported prescription data to the MPDR (i.e., the pharmacy is no longer excused from the MPDR's Zero Reporting requirements). See [page 6](#) for more information.

If a reporting issue is identified during a Compliance Audit, MPDR staff will send an email to the address identified on the pharmacy's primary MPDR registration.

NOTE: It is incumbent upon the PIC to ensure that the pharmacy's email address is current on the MPDR registration (see [page 16](#)), and that the pharmacy's network security settings and email security settings do not block these emails. The PIC is also responsible for ensuring that any emails directed to a software vendor or corporate office are forwarded to the affected pharmacy.

- The subject line of Compliance Audit-related email reads, "Your MPDR Reporting Status: Problem Identified."
- The email includes an attached PDF file of the MPDR's Compliance Audit Report (CAR), as shown below. The CAR gives details about each MPDR

Report submitted during the current auditing period, and identifies missing submissions and other compliance-related issues.

- The body of the email gives a summary of any issues identified during the audit.

Audit Period

Lag Days = number of days between date filled (oldest prescription in the report) and date reported to the MDPR

Information about the pharmacy license and Zero Reporting status

One line item for each MPDR report or for each reporting period in which an MPDR report was not submitted.

Reporting Results for reporting period 8/1/2014 - 12/31/2014

License No.	PHA-PHR-LIC-56789				License Status:	Unknown							
Name on License:	John Doe				Address on License:	987 Main Highway							
Pharmacy Name:	Test Pharmacy Four				License Mailing Address:								
License Effective Date:					License Expiration Date:								
Phone Number:	123-456-7890				System Email:	dpeterson3@mt.gov							
Exemption Flag:	Unknown				Exemption:								
Pharmacy Unique IDs/DEA #s:	91231002/MT0001112				Granted:					Removed:			

Show entries per page:
10

Submission Date	Date Range Reported	Lag Days	# of Prescriptions	Success	Warning	Error	Corrected / Amended	Type of Report	Report Source	Unique Id *	Transaction Id
10/27/2014	10/20 - 10/24/2014	7	191	191	0	0	0	Weekly	Http	91231022	test0271408
										91231022	
11/3/2014	10/27 - 11/2/2014	7	172	171	0	1	0	Weekly	Http	91231022	test1031418
11/3/2014	10/27 - 11/2/2014	7	1	1	0	0	0	Weekly	Http	91231022	test1031418
11/10/2014	11/3 - 11/7/2014	7	185	183	0	2	0	Weekly	Http	91231022	test1101434
11/17/2014	11/10 - 11/16/2014	7	146	145	0	1	0	Weekly	Http	91231022	test1171408
11/17/2014	11/10 - 11/16/2014	7	3	3	0	0	0	Weekly	Http	91231022	test1171408
8/25/2014	8/18 - 8/23/2014	7	157	156	0	1	0	Weekly	Http	91231022	test8251551
11/24/2014	11/17 - 11/23/2014	7	179	179	0	0	0	Weekly	Http	91231022	test1241407
11/24/2014	11/17 - 11/23/2014	7	2	2	0	0	0	Weekly	Http	91231022	test1241407

Showing 1 to 10 of 31 entries

First Previous 1 of 4 Next Last

Successful

Late reporting

No report filed or rejected report

No error correction submitted

Reporting details are color coded if a submission is out of compliance

Reporting details are color coded if a submission is out of compliance.

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MPDR INFORMATION PAGE

WWW.MDPRIINFO.MT.GOV

The MPDR's information page contains links to a variety of documents, forms and informational resources.

Tips for users who are having difficulty accessing the MPDR's online services.

Links to required training and registration pages for eligible licensees who want to search their patient's prescription history in the MPDR.

Information and resources for licensed pharmacies.

Montana Department of
LABOR & INDUSTRY

BSD Home | Board of Pharmacy | Montana Prescription Drug Registry (MPDR) Information

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MPDR Home | Board of Pharmacy | Instructions | How Do I | Feedback | Contact Us

If you are having trouble with the MPDR website:
If the website, mpdr.mt.gov, does not respond properly (for example, the search screen does not respond when you enter search parameters), please do the following:
1. Configure your browser to run in compatibility mode.
2. Clear your browser's history.
3. Close the browser completely – shut down all tabs and windows.
4. Re-open your browser and access the MPDR at mpdr.mt.gov.
These steps should resolve the issue. Ask your technical team for assistance if you don't know how to perform any of the above steps. You can also call the MPDR's technical team at 406-449-3468, Option 0.

Steps for Prescribers and Pharmacists to Become Registered Users

- Step 1: Required Training for Searching the MPDR Database (Authorized Agents/Delegates must also complete Step 2)
- Step 2: Register to search the MPDR Database
- Steps 3 and 4: MPDR Home Page - log in to search patient history and create an ePass Montana account

Training Documents

Required Training for Registered Users to Delegate Their Search Authority

Name of Training Document	Who must complete this training?		
	Supervising Providers	Authorized Agents (Delegates)	Facility Managers
Introduction to MPDR Delegate Access	X	X	X
MPDR Delegate Access for Supervising Providers	X		X
MPDR Delegate Access for Delegates		X	
MPDR Delegate Access for Department Managers			X
MPDR Delegate Access for Facility Managers			X

Forms and Resources

MPDR Facility Account Forms (for establishing Authorized Agents/Delegates in large health care facilities)

- Application For A New MPDR Facility Account
- Modify An Existing MPDR Facility Account

Resources for Licensed Pharmacies

- MPDR Technical Specifications for Pharmacies and Pharmacists
- MPDR Illustrated Guide for Pharmacy Staff
- Newly-licensed pharmacies only: Register to submit prescription data
- Fact Sheet: Correcting Data in The MPDR
- Log in to upload prescription data or monitor prior submissions: mpdr.mt.gov

Resources for Law Enforcement

- How Law Enforcement Can Obtain MPDR Information
- How To Read MPDR Law Enforcement Reports

Resources for Other Government Agencies

- Application for online access to the MPDR by agency representatives not licensed in Montana (Indian Health Service, Veterans Administration, etc.)

Resources for Individuals

- [Request A Copy Of My MPDR Prescription History](#)

About the MPDR

What is the MPDR? The Montana Prescription Drug Registry (MPDR) was authorized by the Montana Legislature in 2011 ([§37-7-15 MCA](#)) and became functional in November 2012 as an online tool to provide a list of controlled substance prescriptions to health care providers to improve patient care and safety. The program may also be used to identify potential misuse, abuse and/or diversion of controlled substances.

The MPDR's online service offers prescribers and pharmacists the ability to search their patient's medical history for controlled substance prescriptions, Schedules II - V. Health care providers can use the MPDR to optimize the quality of care they provide to their patients, thereby increasing the level of patient safety when controlled substances are part of their treatment plan.

Why should prescribers and pharmacists take time out of their busy schedules to use the MPDR? The MPDR's award-winning online service offers a powerful tool for health care providers ([§37-7-15 MCA](#)). By searching the MPDR database, providers can review their patients' prescription use patterns and confirm their medication history of controlled substances. Emergency health care providers, for example, may be able to identify controlled substances that might have been ingested by an unresponsive patient. The information in the MPDR can assist providers in optimizing patient treatment plans and, potentially, deterring diversion of controlled substances for illegal use. In addition, by searching "My Prescribing History," prescribers can review all prescriptions that were dispensed under their DEA number, enabling them to identify any fraudulent use of their DEA registration.

Where does the MPDR's prescription information come from? All pharmacies holding an active Montana license, with the exception of Wholesale Drug Distributors, are required to report to the MPDR. They must submit detailed information on all controlled substances, Schedule II, III, IV and V drugs, dispensed to Montana residents within 8 days of the date the prescription was dispensed ([§37-7-1503 MCA](#)).

What data is stored in the MPDR? Pharmacies submit the detailed information they are required by law to collect for all controlled substance prescriptions they dispense. This includes information that identifies the patient and the prescriber, the pharmacy, the drug name, strength and dosage, refill information, and how the patient paid for their prescription.

Isn't this information confidential? Yes, the MPDR Database contains protected and confidential information ([§37-7-1505 MCA](#)). Pursuant to [§37-7-1506\(6\) MCA](#), the Montana Board of Pharmacy (Board) is required to maintain administrative rules regarding access to the MPDR that are consistent with the Health Insurance Portability and Accountability Act of 1996 (HIPAA), Article II, section 10 of the Montana Constitution, and the privacy provisions of [Title 50, chapter 16 MCA](#).

Who can access the MPDR's information? The MPDR enforces very strict limitations, as defined by law, about who can access the information and what they can do with it ([§37-7-1506 MCA](#)). There are criminal and administrative penalties for inappropriate use of the MPDR ([§37-7-1513 MCA](#)).

- The following Montana-licensed health care providers are authorized to access the online MPDR service by registering to view the prescription history of patients who are under their care or who have been referred to them for care: Physicians, Dentists, Naturopathic Physicians, Optometrists, Pharmacists, Physician Assistants, Podiatrists and APRNs with a Prescriptive Authority endorsement.
- Any individual can request a copy of their own prescription history from the MPDR.
- Authorized representatives of Medicare, Medicaid, Tribal Health, Indian Health Services and Veterans Affairs may also access the online MPDR service.
- Law enforcement officers may subpoena information related to an active investigation.
- Licensing Board investigators may request information related to an active investigation into alleged prescription abuse or diversion by a licensed health care provider.

General information about the MPDR, with links to the relevant statutes and rules.

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ADDITIONAL INFORMATION

ONLINE INFORMATION

MPDR Home Page: www.MPDR.mt.gov

MPDR Information Page: www.MPDRInfo.mt.gov

Montana Board of Pharmacy: www.Pharmacy.mt.gov

[Download MPDR Reporting Specifications](#)

[Register to Submit MPDR Reports](#)

[Register to Search the MPDR Database](#)

EMAIL

pdassistance@egovmt.com

PHONE

406-449-3468, Option 0

OR

406-841-2240

FAX

406-841-2344

MONTANA PRESCRIPTION DRUG REGISTRY

PO Box 200513

Helena MT 59620-0513

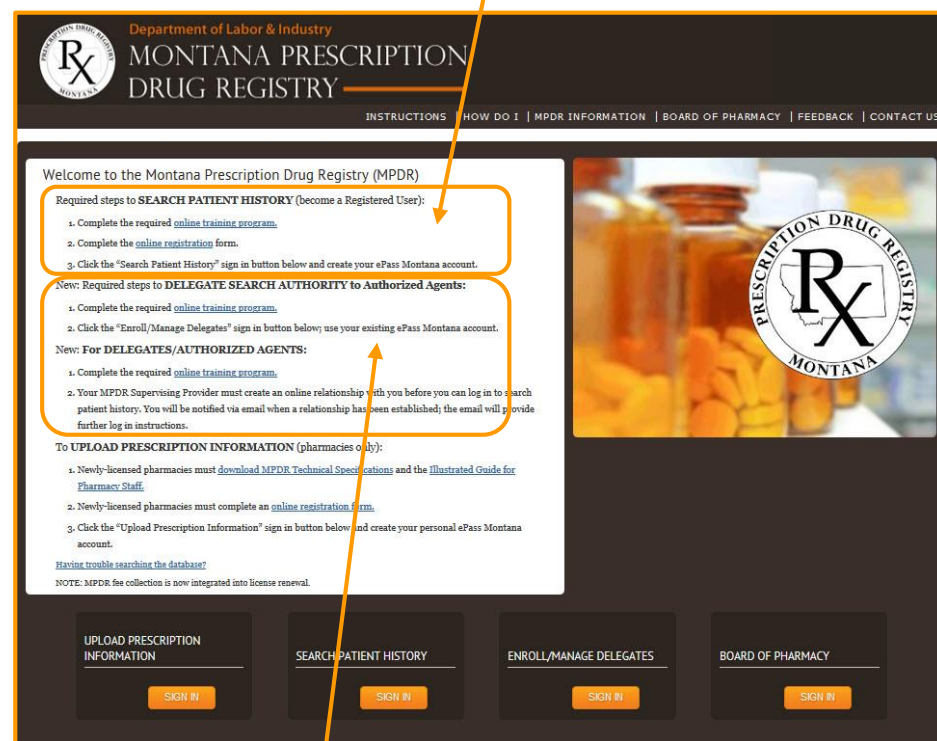
PROGRAM MANAGER

Donna M. Peterson, dlibsdpdr@mt.gov

SEARCHING PATIENT HISTORY IN THE MPDR

A pharmacy's registration to report prescription data to the MPDR does not authorize that pharmacy's staff to search a patient's prescription history in the MPDR Database.

Montana-licensed pharmacists can follow online instructions at www.MPDR.mt.gov to register for access to patient histories in the MPDR Database.



After completing the online training and registration, MPDR Registered Users may delegate their search authority to authorized agents.